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**UK-London: services furnished by business, professional and specialist organisations  
2011/S 117-193616**

**CONTRACT NOTICE**

**Services**

**SECTION I: CONTRACTING AUTHORITY**

**I.1) NAME, ADDRESSES AND CONTACT POINT(S)**

The London Borough of Barnet  
North London of Business Park, Oakleigh Road South  
Contact: Nasreen Tayab  
N11 1NP London  
UNITED KINGDOM  
Tel. +44 2083593367  
E-mail: [onebarnet.procurement-nscso@barnet.gov.uk](mailto:onebarnet.procurement-nscso@barnet.gov.uk)

**Internet address(es)**

Address of the buyer profile [www.barnet.gov.uk](http://www.barnet.gov.uk)

**Further information can be obtained at:** As in above-mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:** As in above-mentioned contact point(s)

**Tenders or requests to participate must be sent to:** As in above-mentioned contact point(s)

**I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES**

Regional or local authority  
General public services  
The contracting authority is purchasing on behalf of other contracting authorities Yes

**SECTION II: OBJECT OF THE CONTRACT**

**II.1) DESCRIPTION**

**II.1.1) Title attributed to the contract by the contracting authority**

New support and customer services organisation.

**II.1.2) Type of contract and location of works, place of delivery or of performance**

Services  
Service category: No 11  
NUTS code UKI21

**II.1.3) The notice involves**

A public contract

**II.1.4) Information on framework agreement**

**II.1.5) Short description of the contract or purchase(s)**

Services furnished by business, professional and specialist organisations. Information systems. Financial and insurance services. Corporate finance and venture capital services. Financial consultancy services. Real estate services. Development services of real estate. Development of residential real estate. Development of non-residential real estate. Residential property services. Non-residential property services. Energy-management

services. Building services. Building consultancy services. Building services consultancy services. Construction-related services. Construction management services. Construction project management services. IT services: consulting, software development, Internet and support. Information technology services. Information systems or technology strategic review services. Project management consultancy services. Document management services. Provision of services to the community. Benefit services. Miscellaneous business and business-related services. Customer services. Customer-care services. Financial management consultancy services. Human resources management consultancy services. Procurement consultancy services. Project-management services other than for construction work. Building and facilities management services. Facilities management services. Business organisation services. The London Borough of Barnet is seeking to appoint a Strategic Partner, whether that would be a single bidder or a consortium, to manage various support and customer services functions under a partnership arrangement. This is to enable the council to meet its objective of service transformation and innovation to match customer need whilst ensuring business as usual activities are not compromised. The grouping of Barnet Council's support and customers services provides the borough with the opportunity to create a truly citizen-centric council. It provides partners with the opportunity to work innovatively with a forward thinking public sector body. Remodelling support services delivery will provide improved services to internal and external customers. It will ensure the sustainability of the services in the light of a changing customer base due to the One Barnet programme and central government funding. Barnet has been at the forefront of personalising services and the delivery of customer services is key to providing customers and residents with a positive experience of dealing with the council delivering a citizen centred council and developing deep insight as the basis for future commissioning decisions. The services in scope are as follows: o Procurement o Customer Services o Estates (Asset Management, Building Services, Property Services) o Finance o Human Resources o Information Systems o Revenue and Benefits The function of major project management, currently carried out predominantly through the Corporate Programmes Team, is also in scope for delivery by a provider. This partnership is intended to run for approximately 10 years with the option to extend for a further 5 years and will be procured through the use of competitive dialogue process. Potential providers are requested to express an interest to the following email address: [onebarnet.procurement-nscso@barnet.gov.uk](mailto:onebarnet.procurement-nscso@barnet.gov.uk). In this email you will need to include the full name of organisation, contact name, contact email address, contact telephone number and confirm your intention. Upon receipt of your email the pre-qualification questionnaire and supporting documents will be sent out to you. You will also be given a unique reference number for your expression of interest which should be used on all correspondence with the council through the email address already indicated and to ensure you quote the unique reference number within the subject line. The Potential providers will also be invited to attend a market day week commencing 4.7.2011 (exact date and time to be confirmed).

II.1.6) **Common procurement vocabulary (CPV)**

98110000, 48810000, 66000000, 66122000, 66171000, 70000000, 70110000, 70111000, 70112000, 70331000, 70332000, 71314200, 71315000, 71315200, 71315210, 71500000, 71540000, 71541000, 72000000, 72222300, 72222100, 72224000, 72512000, 75200000, 75310000, 79900000, 79342300, 79342320, 79412000, 79414000, 79418000, 79421000, 79993000, 79993100, 79996000

II.1.7) **Contract covered by the Government Procurement Agreement (GPA)**

No

II.1.8) **Division into lots**

No

II.1.9) **Variants will be accepted**

No

**II.2) QUANTITY OR SCOPE OF THE CONTRACT**

**II.2.1) Total quantity or scope**

Excluding VAT

Range between 600 000 000 and 750 000 000 GBP

**II.2.2) Options**

Yes

description of these options: The council may exercise the option to extend the contract for up to a further 5 year period in accordance with legislation and the council's Contract Procedure Rules.

**II.3) DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION**

Duration in months: 120 (from the award of the contract)

**SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION**

**III.1) CONDITIONS RELATING TO THE CONTRACT**

**III.1.1) Deposits and guarantees required**

The contracting authority reserves the right to require a guarantee, bond or any other form of security it considers appropriate, in respect of this contract. Further details will be provided in the pre-qualification and tender documents.

**III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them**

Not yet known.

**III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

The contracting authority anticipates that this contract will be awarded to a single legal entity. In the event that there is a supply chain of providers, the contracting authority reserves the right to require that the legal entity to which it awards the contract takes primary responsibility for the supply chain, or to require that each party undertakes joint and several liability. In the event that the legal entity to which the contract is awarded is a subsidiary company, the contracting authority reserves the right to require a parent company guarantee from the parent company or other suitable group company.

**III.1.4) Other particular conditions to which the performance of the contract is subject**

Yes

Under this project, the successful tenderer and its supply chain will be required to actively participate in the achievement of social and/or environmental policy objectives relating to recruitment and training and supply chain initiatives. Accordingly, contract performance conditions may relate in particular to social and environmental consideration.

**III.2) CONDITIONS FOR PARTICIPATION**

**III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if requirements are met: (a) Is bankrupt or is being wound up, where his affairs are being administered by the court, where he has entered into an arrangement with creditors, where he has suspended business activities or is in any analogous situation arising from a similar procedure under national laws and regulations

(b) Is the subject of proceedings for a declaration of bankruptcy, for an order for compulsory winding up or administration by the court or of an arrangement with creditors or of any other similar proceedings under national laws and regulations

- (c) Has been convicted by a judgement which has the force of res judicata in accordance with the legal provisions of the country of any offence concerning his professional conduct
  - (d) Has been guilty of grave professional misconduct proven by any means which the contracting authorities can demonstrate
  - (e) Has not fulfilled obligations relating to the payment of social security contributions in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority
  - (f) Has not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which he is established or with those of the country of the contracting authority
  - (g) Is guilty of serious misrepresentation in supplying the information required under this section or has not supplied such information
  - (h) Has been the subject of a conviction for participation in a criminal organisation as defined in Article 2(1) of Council Joint Action 98/733/JHA
  - (i) Has been the subject of a conviction for corruption, as defined in Article 3 of the Council Act of 26.5.1972 and Article 3(1) of Council Joint Action 98/742/JHA3 respectively
  - (j) Has been the subject of a conviction for fraud within the meaning of Article 1 of the Convention relating to the protection of the financial interests of the European Communities
  - (k) Has been the subject of a conviction for money laundering, as defined in Article 1 of Council Directive 91/308/EEC of 10.6.1991 on prevention of the use of the financial system for the purpose of money laundering
- In accordance with Articles 45 to 50 of Directive 2004/18/EC and Regulations 23 to 25 of the Public Contracts Regulations 2006 and as set out in the pre-qualification questionnaire.

III.2.2) **Economic and financial capacity**

Minimum level(s) of standards possibly required As set out in the pre-qualification questionnaire.

III.2.3) **Technical capacity**

Minimum level(s) of standards possibly required  
As set out in the pre-qualification questionnaire.

III.2.4) **Reserved contracts**

No

III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

III.3.1) **Execution of the service is reserved to a particular profession**

No

III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**

Yes

**SECTION IV: PROCEDURE**

IV.1) **TYPE OF PROCEDURE**

IV.1.1) **Type of procedure**

Competitive dialogue

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

Envisaged minimum number 3 maximum number 6

Objective criteria for choosing the limited number of candidates: Pre qualification questionnaire criteria weighting:

— Company information - 1 %,

- Technical resources & references including equalities - 49 %,
- Financial information - 30 %,
- Health & safety - 10 %,
- Environmental issues - 10 %.

Later stage evaluation criteria as detailed in tender documents.

**IV.1.3) Reduction of the number of operators during the negotiation or dialogue**

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated Yes

**IV.2) AWARD CRITERIA**

**IV.2.1) Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

**IV.2.2) An electronic auction will be used**

No

**IV.3) ADMINISTRATIVE INFORMATION**

**IV.3.1) File reference number attributed by the contracting authority**

50353

**IV.3.2) Previous publication(s) concerning the same contract**

No

**IV.3.3) Conditions for obtaining specifications and additional documents**

Time limit for receipt of requests for documents or for accessing documents 19.7.2011 - 12:00

Payable documents No

**IV.3.4) Time-limit for receipt of tenders or requests to participate**

26.7.2011 - 12:00

**IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates**

**IV.3.6) Language(s) in which tenders or requests to participate may be drawn up**

English.

**IV.3.7) Minimum time frame during which the tenderer must maintain the tender**

**IV.3.8) Conditions for opening tenders**

**SECTION VI: COMPLEMENTARY INFORMATION**

**VI.1) THIS IS A RECURRENT PROCUREMENT**

No

**VI.2) CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS**

No

**VI.3) ADDITIONAL INFORMATION**

The contracting authority considers that this contract may be suitable for economic operators that are small or medium enterprises (SMEs). However, any selection of tenderers will be based solely on the criteria set out for the procurement, and the contract will be awarded on the basis of the most economically advantageous tender.

It is the authority's view that the Acquired Rights Directive 2001/23/EC and/or the Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) is likely to apply.

The London Borough of Barnet is currently anticipating that one or more of the following contracting authorities (and their statutory successors and organisations created as a result of reorganisation or organisational changes) may wish to join this procurement:

- Barnet PCT,
- any GP consortia to be established in the Barnet or adjacent area(s),
- bodies with responsibility for education and/or educational facilities in Barnet and adjacent areas including but not limited to:
  - voluntary aided schools (and their governing bodies),
  - academies established or to be established within Barnet and adjacent areas,
  - Diocesan authorities and trustees.
- Third Sector bodies.

The contracting authority wishes to discuss with potential providers a range of delivery options for the services. Potential providers will be expected to consider a range of delivery options, including companies limited by shares/guarantees, LLPs or other emerging models. Given the aspirations of the Authority for the partnership, as part of the dialogue process, tenderers may also be requested to consider growth models for the partnership with the view to grow it on an incremental basis (at the discretion of the Authority).

The contract will be for 10 (ten) years with the option to extend for a further 5 (five) years starting from the date on which the services commence. GO Reference: GO-2011616-PRO-2432417.

VI.4) **PROCEDURES FOR APPEAL**

VI.4.1) **Body responsible for appeal procedures**

Royal Courts of Justice  
Strand  
WC2A 2LL London  
UNITED KINGDOM  
Tel. +44 2079476000

**Body responsible for mediation procedures**

Royal Courts of Justice  
Strand  
WC2A 2LL London  
UNITED KINGDOM  
Tel. +44 2079476000

VI.4.2) **Lodging of appeals**

VI.4.3) **Service from which information about the lodging of appeals may be obtained**

VI.5) **DATE OF DISPATCH OF THIS NOTICE:**

16.6.2011